

# PC - BUG FIXER

FOR COMPUTER QUALITY, SERVICE AND SUPPORT

17 BROUGHTON CIRCUIT, TANILBA BAT, NSW, 2319. AUSTRALIA

PHONE: [+61.2] 4984 5990 MOBILE: 04199 80 601

E-MAIL: [helpme@pcbugfixer.com](mailto:helpme@pcbugfixer.com) WEB: [www.pcbugfixer.com](http://www.pcbugfixer.com) ABN: 32 246 463 318



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## Price List Page 4 of 4

**Price List Effective From; 01 May 2023 Subject to Change Without Notice  
Warranty and Service Fee's.**

**Warranty: At Base covered 1 year Labour / Service. 1 year Parts.  
3 month Telephone Support.**

**At Base 1 Year Labour/Service Warranty for Paid Services;** Means the PC and or its peripheral equipment is returned to our workshop. If the client requires the warranty covered service to be performed at their Home/Office, the standard call fee is charged and a pick-up and delivery fee applies if the equipment is returned to our workshop for repair.

**1 Year Parts Warranty for any Parts Purchased;** Means that we will repair or replace any PC part or peripheral equipment in the 1st year effective from "Invoiced Date" of purchase of the equipment. Proof of purchase, Original Invoice (with Serial Numbers) must be presented for any warranty to apply.

**3 Month Telephone Support for any Paid Services;** Applies to any work performed or software installed by PC-Bug Fixer. We help where possible, however the use and application of any software is of individual concern and is limited to the installation method of the software if installed by PC-Bug Fixer.

**Warranty is void or does NOT apply If;** The client or any other third party performs or attempts to perform any service or repair, changes or adds any hardware equipment to the as sold invoiced PC Unit. No warranty or Refund is provided for any part(s) sold which is installed by the client or other third party.

### **Software Warranty for Purchased Application Software.**

Publishers of Software do not provide any warranty other than to replace the original media (CD or DVD optical Disk) if faulty, on which the original software was sold. Please remember, once the seal on the software package is broken it cannot be returned.

### **Remote Service and Phone Service Rates for Paid Services..**

The Remote Service and Phone Service rates are the same as the hourly service rates charged for work at our workshop and are \$65.35 per hour or part thereof.

Minimum charge = 1 hour, then in increments to the nearest ¼ hour, i.e. 15 minutes.

**NB: The Free FULL COMPUTER SERVICE for Any Pension Card Holder offered by PC-Bug Fixer is independent and does not refer to and is exempt from any Paid Fees or Services.**

### **Service and Call Fee's for Paid Services.**

Base Rate (at our workshop) \_\_\_\_\_ \$ 65.35 per hour or part thereof.

Site Rate (your Home/Office) \_\_\_\_\_ Call Fee \$176.00 plus \_\_\_\_\_ \$ 65.35 per hour or part thereof.

Courier Pick-Up and Return Delivery, Sydney Metro Area Only \_\_\_\_\_ \$30.00 (PU&R) (per 25 Kg)

\* **Country NSW - Courier Pick-Up and Return Delivery \_\_\_\_\_ \$ POA (PU&R) (per 25 Kg)**

\* Central Coast, Maitland, Port Stephens, Newcastle - Please phone for other NSW Country Locations.

\* Pickup/Delivery to us from other Locations arranged by Customer. Return/Delivery arranged by PC-Bug Fixer.

**\*\* Hardware warranty on base covered 1 year labour/service/parts \*\***

**\*\* Price List Effective from 1st Week of May 2023 \*\***

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**"If the Bug is ON your PC, Squash it. - If it's IN your PC, Call PC-BUG FIXER"**

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